
Appendix E: Error Messages

This appendix provides a listing of commonly occurring error messages, their definitions, and possible solutions on how to correct them.

TME (too many extensions)

A 'TME' error signifies that 'Too Many Extensions' are found either in the Billing Database or in the Index File INDEX1.DAT. This error implies that you have exceeded the maximum number of extensions allowable in your software. When entering employee extensions, TME may appear if you exceed the software's set limit of entries.

When running a report, the system will add up all the extensions found in the Index file plus any inactive extensions found in the Billing Database. This total might exceed the total number allowed in the Billing Database. To correct this problem and to ensure that it will not happen again, remove all of your inactive extensions from the Billing Database.

To determine the number of extensions which the system is using, perform the following steps:

- 1** Select **Utilities** from the Database drop-down menu and select **Display Index File**.
- 2** When the dialog appears, search for a record that starts with *D* in the Key column (skip *D099999*). When the first *D* is found, enter the record number on the left hand side of the Key column.
- 3** Use the scroll bar or press the last arrow key to access the last record in the Index file.
- 4** Write down the last record number.
- 5** Calculate the difference between these two numbers and write down the answer.

- 6 Close this dialog by clicking on **Close**.
- 7 Access the Reports drop-down menu and select **Directory/Configuration**. From this menu, select Configuration Diagnostic Report.
- 8 When its dialog appears, disable the **Print Configuration File Contents** field.
- 9 Print the report and count the extensions that are under the **Inactive Extension** heading.
- 10 Add the inactive extensions total with the total from the Index file.

Run time errors

Run Time Errors are generated by Call Accounting to indicate problems dealing with your configuration or with your hardware. They are in the format:

Run Time Error xx at XXXX:XXXX

The common errors of this type are listed below.

200: An attempt by the software to divide a number by zero occurred. This is usually caused by an error in your configuration, such as a zero entry that should have a non-zero value. Run a Configuration Diagnostic Report to identify the problem.

202: This can occur when a particular sequence of events has lead the software to be corrupted in memory. It is usually corrected by rebooting your computer. Use the **<Alt-Ctrl-Del>** key combination to invoke a 'warm boot'.

203: This error is a result of insufficient memory for the software to run properly. When this happens, you should check your available memory using the MS-DOS 'CHKDSK' command. The Call Accounting software requires at least 480 Kilobytes of free RAM memory. Ensure that there is no other software loaded such as RAM-resident software. Programs such a menu programs or 'Sidekick' can stay in memory after the programs have been loaded.

209: This error is a result of improper copying of the installation disks. When the system was installed, the OVI and OVR files were not merged. Reinstall the software so that these files can be properly copied.

IFF error INDEX1.DAT. Call Service.

This error occurs when the Index file and the Call Detail file are not synchronized. To alleviate this problem, you must reindex the Call Database.

UCF (Unable to Create File).

An attempt was made by Call Accounting to create a file when there are no more file handles defined in Windows. You should check to ensure that the command **FILES = 40** is present in your CONFIG.SYS file in your root directory. Use Windows Notepad to enter this, and then reboot your computer.

G.P.F.

General Protection Faults are caused in Windows applications. Shut down Windows and start Call Accounting up again.

IFF error VHDATA1.DAT. Call Service.

This error occurs when the incorrect version of the VHDATA1.DAT file was loaded onto the system. Reload the VHUPDATE disk(s) and enter the correct version number.

Output device not ready.

An attempt by the Call Accounting system to locate your specified output device fails. This can either indicate that the specified output device is not ready (e.g., the printer is off-line or turned off), or that it is not recognized by the CPU as an attached peripheral. Verify that your output device is operational and is specified in Call Accounting.

Collect caused stack fault in module COLLECT.OVR.

The problem lies in your memory (RAM). Make sure you shut down any other application which requires extensive RAM and then reboot your computer.